

Appendix I

Appropriate Vocabulary When Talking or Writing About People with Disabilities

Most advocacy groups stress the need to use “people-first” language. Such language places the focus on the individual before the disability. The following suggestions are based on recommendations for *Writing about Disability* by Easter Seals (www.easterseals.com/site/PageServer?pagename=ntl_disability) and *Speaking with Awareness: People First Language* by VSA Arts (www.vsarts.org/x536.xml)

DO USE

Person with, or who has, a disability
Person who uses a wheelchair, person with a physical disability
Person who is blind, person with a visual impairment
Person with epilepsy, person with a seizure disorder
Able-bodied or non-disabled to refer to people who do not have disabilities
Person who is non-verbal
Person who is deaf; person with a hearing impairment, person who is hard of hearing
Person with a developmental or intellectual disability, person who has Down syndrome
Person with a mental illness
Person with a cleft palate
Person who is paralyzed
Person of short stature

AVOID

The handicapped, the disabled, suffers from a disability, afflicted with a disability, victim, invalid, patient
Cripple, crippled, lame, deformed, invalid, wheelchair bound, confined to a wheelchair
The blind
Epileptics, spastics, CP, has fits
When non-disabled people are called “normal” the implication is that people with disabilities are not normal.
Mute, dumb, deaf and dumb
Suffering a hearing loss
Retarded, a retard, slow, moron, idiot, mongoloid, mentally defective
Crazy, psycho, lunatic
Harelip
Invalid, paralytic
Dwarf, midget

Also:

- Mention the disability only when it is relevant to the discussion.
- Depict the average accomplishments of a typical person with a disability, not just the super achiever or exceptional person.
- Give people a social context. Depict people with disabilities as experiencing the same pain or pleasure as others in the community and as working in the community, rather than glamorizing them as more courageous, brave, or inspirational than others.

Appendix 2

Wisconsin Public Library Standards

Standards Related to Special Needs Populations

The *Wisconsin Public Library Standards*, fourth edition, published in 2005 by the Wisconsin Department of Public Instruction DLTCL, indicates that all Wisconsin residents need and deserve at least a basic level of library service. The standards provide a way to measure a basic level of quality for public library service and also provide a pathway to excellence in library service. The standards document attempts to cover the services, resources, and other requirements for basic library services that should be available to all residents of the state, including those who face barriers due to physical, developmental, other disabilities or social situations. The following standards, taken from that publication, are related specifically to special needs populations.

Services to Populations with Special Needs

Persons with special needs include individuals of all ages who often face barriers to their use of public library services. These barriers may be physical, as in the case of persons with physical or developmental disabilities, those who are homebound or incarcerated or who live in residential care facilities. Barriers also can be psychological. For example, low income individuals may think that it costs money to join the library or fear incurring overdue fines. Other persons who may experience psychological barriers to their use of the public library are persons with mental illness, adult new readers, individuals from diverse cultural backgrounds, and new immigrants with limited English-speaking ability.

Because persons with special needs are seldom among the library's traditional patrons, often they are invisible members of the community. However, good planning will identify all the library's potential constituencies, including individuals with special needs. The library can then develop specific strategies for reaching them and providing materials in formats they can utilize.

Governance and Administration

- The library is in compliance with federal laws that affect library operations, such as the Americans with Disabilities Act and the Fair Labor Standards Act.
- The library board meets monthly (with the library director in attendance) at a time and in a physically accessible location convenient for the board and the community and in accordance with the state law on open meetings and the Americans with Disabilities Act.
- The library board is invited to participate in the diversity and ability awareness training provided to staff.
- Annually, the library implements a number of generally accepted publicity techniques; the choice of which techniques to employ will be based on the characteristics of the community, including the needs of persons with disabilities, adult new readers, and those with limited English-speaking ability.
- The library uses non-print media (such as, cable TV, the Internet, and radio) and accessible formats (such as large print or audiotapes and translations into other languages) to promote its programs to persons with disabilities and adult new readers, and to persons using English as a second language.
- The library develops specific strategies to inform patrons with disabilities, non-English-speaking patrons, and adult new readers of its materials, programs, and services, including dissemination of publicity materials in alternate formats, in languages other than English, and using basic vocabulary.

Staffing for Public Libraries

- The library board has adopted a set of personnel policies outlining the conditions and requirements for employment of library staff, and these policies are consistent with state and federal regulations, including the Fair Labor Standards Act, the Americans with Disabilities Act, and relevant court decisions. The board reviews the policies at least once every three years.
- The library has a written personnel classification plan describing the job duties of each staff member, any educational and experience requirements, the physical requirements of the job, and salary range. The plan ensures that all qualified individuals have an equal opportunity for employment.
- The library has staff trained to assist patrons with disabilities in the effective use of assistive devices and adaptive software used in the library.

- The staff receives diversity and ability awareness training for communicating with library patrons and coworkers, including persons with physical and mental disabilities, those from diverse cultural backgrounds, adult new readers, and individuals with limited English-speaking ability.

Collection and Resources

- The library cooperates in collection development with other local, area, and state-level libraries of all types, including the Wisconsin Regional Library for the Blind and Physically Handicapped, to provide a wide range of resources in a variety of formats to meet the needs of the community.
- The library provides access to resources in a variety of formats to ensure equal access for persons of all ages with disabilities, in compliance with the Americans with Disabilities Act. Formats may include books on cassette and in braille, electronic formats, and closed captioned, described, or signed video.
- The library provides access to adult basic-skills and English-as-a-Second-Language materials with reading levels and formats appropriate to meet the needs of patrons who are adult new readers or who have developmental disabilities or limited English speaking skills.
- The library has, or provides access to, electronic information resources for its staff and its patrons, including those with disabilities. This may be accomplished through a variety of means, including online database searching, CD-ROM databases, digitized materials, locally mounted databases, remote full text databases, and access to the Internet.
- The library provides assistive technology to ensure access to electronic resources for persons with disabilities.

Services

- The library maintains policies and/or procedures regarding the public services it provides, such as reference and information services, programming services, services to children and young adults, and services to patrons with special needs.
- The library participates in system-level planning for services to special needs populations and youth.
- The library provides reference and readers' advisory services to residents of all ages and levels of literacy in person, by telephone, and by text telephone (TTY) the entire time it is open. Other means of providing reference service are also considered (e.g., fax or e-mail).
- The library provides reference and readers' advisory services to patrons with disabilities in formats they can utilize.
- The library supports patron training in the use of technologies necessary to access electronic resources, including training for persons with disabilities in the use of adaptive equipment and software.
- Public programs provided by the library are free of charge and in physically accessible locations for children, young adults, and adults. The library provides the necessary accommodations to enable persons with disabilities to participate in a program and advertises the availability of the accommodations in the program announcement.

Access and Facilities

- The library takes action to reach all population groups in the community. Appropriate services may include homebound services; deposit collections for childcare facilities, schools, institutions, and agencies; books-by-mail services; bookmobile service; programs held outside the library; and remote access to the library online catalog and other resources.
- The library ensures access to its resources and services for patrons with disabilities through the provision of assistive technology and alternative formats, in compliance with the Americans with Disabilities Act.
- The library's online catalog and other electronic resources are accessible to persons with disabilities through the use of adaptive and assistive technology.
- The library has a telephone system adequate to meet public and staff needs including at least one TTY, with numbers listed in both white and yellow pages. A voice mail system or answering machine provides basic library information to callers during times the library is not open.
- The library has allocated space for child and family use, with all materials readily available, and provides furniture and equipment designed for children and persons with disabilities.
- The library building and furnishings meet state and federal requirements for physical accessibility, including ADA Accessibility Guidelines for Buildings and Facilities.
- In compliance with ADAAG, the library provides directional signs and instructions for the use of the collection, the catalog, and other library services in print, alternate formats, and languages other than English, as appropriate. ([www.adata.org](http://wwwadata.org))
- The library's accessible features (such as entrance doors, restrooms, water fountains, and parking spaces) display the International Symbol of Accessibility.

GLOSSARY

ADA Americans with Disabilities Act

ADD Attention Deficit Disorder

ADHD Attention Deficit Hyperactivity Disorder

ALA American Library Association

AODA Alcohol and Drug Abuse

ASD Autistic Spectrum Disorders

ASCLA Association of Specialized and Cooperative Library Agencies, a division of ALA

ASHA American Speech and Hearing Association

ASL American Sign Language

BED Binge Eating Disorder

CAP Cadet Advancement Program; Also Community Action Program

CAPD Central Auditory Processing Disorders

CART Communication Access Real Time Translation, uses a computer to record spoken word and project it onto a screen for large groups, or puts the text on a computer screen for individual use

CCBC Cooperative Children's Book Center

CCDEB County Children with Disabilities Education Board

CCI Child caring institutions now called **residential care centers**.

CCTV/CCCTV Closed Caption Color TV

CD Cognitive Disability

CDC Centers for Disease Control

CESA Cooperative Educational Service Agencies

CMP Captioned Media Program, free loan of captioned films

County Agency Usually a county Department of Social Services or Department of Human Services

CP Cerebral Palsy

CPS Child Protective Service Agency

Cued Speech A system of hand shapes used to represent phonemic aspects of language

DAISY A book format on proprietary flash memory cartridges from National Library Service

DCFS Division of Children and Family Services, Department of Health and Family Services

DD Developmental Disability

DHFS Department of Health and Family Services

DHH Deaf and/or Hard of Hearing

DHS Department of Human Services. (All counties have either a department of human services or a department of social services.)

DJC Division of Juvenile Corrections

DLSEA Division for Learning Support: Equity and Advocacy, the Department of Public Instruction.

DLTCL Division of Libraries, Technology, and Community Learning, Department of Public Instruction

DOC Department of Corrections

DPI Department of Public Instruction

DSS Department of Social Services (All counties have either a department of human services or a department of social services.)

DTB Digital Talking Book players

Dyslexia Difficulty using processing language codes such as letters in the alphabet or symbols representing numbers or quantities.

EAS Ethan Allen School, a secure correctional facility for young males

EBD Emotional Behavioral Disability

ED Emotional Disability, the preferred term in Wisconsin is Emotional Behavioral Disability (EBD)

ESL English as a Second Language

FAPE Free Appropriate Public Education.

FAS/FASD Fetal Alcohol Syndrome, Fetal Alcohol Spectrum Disorder

FAST Families and Schools Together, a national abuse prevention program

GED General Equivalency Degree

Guardian ad litem An attorney who represents a child in certain proceedings and who is an advocate for the best interests of the child. The guardian ad litem differs from an attorney in that the guardian ad litem is not bound by the wishes of her client.

HSED High School Equivalency Diploma

IDEA Individuals with Disabilities Education Act

IEP Individualized Education Program

Interpoint Two-sided braille text

Interpretation The process of working between spoken English and American Sign Language

JAWS Adaptive software that reads aloud computer text

JIPS Juvenile In Need of Protection or Services

JRA Juvenile Rheumatoid Arthritis

Juvenile Justice Code Chapter 938 of the Wisconsin statutes, which sets forth the procedures and policies for the operation of the juvenile justice system

Kinship Care The program under which a specified relative other than a parent may receive a monthly payment to take care of a minor child

Kurtzwiler A machine that scans text much like a copier and then uses a computerized voice to read it aloud; can be connected to a computer

LD Learning Disability

LEA Local Education Agency **LHS** Lincoln Hills School, a secure correctional facility for young males

LRE Least Restrictive Environment requirement

LSTA Library Services and Technology Act, a federal grant program for libraries

MD Muscular Dystrophy

MJTC Mendota Juvenile Treatment Center, high security treatment center for male juveniles

MR Mental retardation

NCHAM National Center for Hearing Assessment and Management

NCIC National Crime Information Center

NCLD National Center for Learning Disabilities

NIDCD National Institute on Deafness and other Communication Disorders

NIMH National Institute of Mental Health

NLS National Library Service for the Blind and Physical Handicapped

OCD Obsessive Compulsive Disorder

OCR Optical Character Recognition, software programs that scan text; **also Office for Civil Rights**

ODD Oppositional Defiant Disorder

ODHH Office for the Deaf and Hard of Hearing

OHC Out of Home Care

OHI Other Health Impairment

OI Orthopedic Impairment; also osteogenesis imperfecta, “brittle bone disease”

Oral Translation Process of working with spoken English and lip-reading.

Orientation and Mobility Services Services provided to blind or visually impaired students by qualified personnel to enable those students to attain systematic orientation to and safe movement within their environments in school, home, and community

OSEP Office of Special Education Programs

OT Occupational Therapy/Therapist

PDD Pervasive Developmental Disorder

PT Physical Therapy

PTSD Post-traumatic Stress Disorder

REECC Robert E. Ellsworth Correctional Center in Union Grove

Refreshable Braille Display Allows a computer user to translate the text displayed on the screen into Braille

Residential Care Center for Youth A residential facility required to be licensed as a child welfare agency, that provides treatment and custodial services to children and young adults ages 18, 19, and 20 (These were previously known as child caring institutions or CCIs)

ROP Retinopathy of Prematurity

RTC Real Time Captioning

SAMHSA Substance Abuse and Mental Health Services Administration

SBS Shaken Baby Syndrome

Shelter Care Facility A non-secure place of temporary care and physical custody for children.

SI Sensory Integration Disorder; or dyspraxia, a lifelong disorder that affects a person’s motor developments

SIDS Sudden Infant Death Syndrome

SLD Specific Learning Disability

SLIS School of Library and Information Studies

SOGS Southern Oaks Girls School, a secure correctional facility for young females

Status offense A type of jurisdiction that includes runaways, truants, children who are uncontrollable, and children under the age of 10 who have committed a delinquent act

TBI Traumatic Brain Injury

Transliteration The process of working between spoken English and a signed form language

TTY Text Telephone Device

Twin Vision Books with braille and text

Universal Design Refers to features that address the needs of people with disabilities yet has no impact on people who are able-bodied

WATI Wisconsin's Assistive Technology Initiative

WISCAT A free online catalog of the holdings in Wisconsin libraries

Wisconsin Relay for the Deaf/Wisconsin Telecommunications Relay System Allows a text telephone user who may be deaf, hard of hearing or speech impaired to call or be called by anyone using a voice telephone.

WPLC Wisconsin Public Library Consortium

WSD Wisconsin School for the Deaf in Delavan

VI Visually Impaired

YALSA Young Adult Library Services Association, a unit of the American Library Association

YSN Youth with Special Needs; Children and teens through age 18 who are poor and/or have disabilities. Included are those who are economically and educationally disadvantaged, those for whom English is a second language and youth who are institutionalized or incarcerated or homeless.

WESP-DHH Wisconsin Educational Services Program for students who are Deaf or Hard of Hearing

WIC Women, Infant, and Children Nutrition Program

Window Eyes Adaptive software that reads aloud computer text

WKCE Wisconsin Knowledge and Concepts Examination, the state's assessment test

WRLBP Wisconsin Regional Library for the Blind and Physically Handicapped

WCBVI Wisconsin Center for the Blind and Visually Impaired

WSVI Wisconsin School for the Visually Impaired

ZoomText Enlarges text on a screen beyond the computer's existing magnification capability